



# **Southeast Los Angeles County Workforce Investment Board**

**TRAINING:**

**The Key To Improving  
Performance**



# **Southeast Los Angeles County Workforce Investment Board**

- ◆ SELACO WIB is a private, non-profit organization that works with State and Federal funds to provide training and workforce development.
- ◆ SELACO WIB is authorized by the State's Employment Training Panel to provide classes to eligible mfg., logistic and construction firms.
- ◆ Programs offer customized assessment, training, and implementation to meet YOUR company needs.



# Problem Solving Approach to Training

- ◆ Assessment
- ◆ Design
- ◆ Implementation
- ◆ Reporting



# Customized Training Solutions

Some targeted training:

- ◆ Management & Supervision
- ◆ Vocational English with Continuous Process Improvement
- ◆ Lean Enterprises
- ◆ Project Management
- ◆ Computer Skills
- ◆ Customer Service
- ◆ Communication Skills
- ◆ Production / Manufacturing Skills
- ◆ Supply Chain Management
- ◆ Global Logistics
- ◆ Construction Skills



# Frontline Supervision

- ◆ Frontline Supervision provides the practical skills for motivating employees, handling conflict and change, and establishing priorities.
- ◆ This training allows companies to implement significant cost reductions with improved decision making and work methods improvement.

*“I highly recommend this course in giving .. managerial concepts and practical skills that can be easily implemented.”* Belinda Smith, Raytheon



# Vocational English with Continuous Process Improvement

- ◆ CPI skills will focus on quality control, defect prevention, safety skills, problem identification production tracking and problem-solving techniques
- ◆ Language classes are customized to meet needs of trainees' job responsibilities, company work forms and other on-the-job requirements.

*"Due to customized instruction, employees are now able to describe jobs, safety requirements, production steps and procedures. They are better workers because they can communicate and understand."* Don Van Hiel , Technicast





# Lean Enterprises

- ◆ Lean Enterprises focuses on the reduction of Waste, Cycle Time Reduction, Proactive Problem Solving and Team Training Tools.
- ◆ 5 S – Visual Workplace increases productivity and reduces errors.
- ◆ Trainees work on real problems during the class\labs, and attain measurable savings results.

*“This training enabled us to reduce costs while significantly improving both customer delivery and satisfaction.”* Mark Russell, AAL



# Computer Skills

- ◆ Computer skills training is customized to the unique requirements of the company. Training ranges from basic Word skills to Advanced Database Management.
- ◆ Companies benefit by increased productivity, improved reporting, more effective internal systems, and overall efficient organizational communications

*“The professional staff made it easy to utilize training dollars. We received computer training that was customized to suit our needs. We gained over \$60,000 in training.”* N. Ochoa, Hutchinson Seal





# Project Management

- ◆ Project Management provides the essential skills needed to effectively plan and control the most complex of tasks.
- ◆ This training will be focused on assisting you in improving your scheduling, budgeting and cost control capabilities.
- ◆ Trainees will learn to better manage time, product and human resources more effectively.

*“I feel that the Project Management class brought to this facility a high level professionalism ....praise for your depth of understanding of the subject.”* **R. Butler,**  
**Honeywell Airframe Systems**



# Customer Service

- ◆ Customer Service training based on self-directed teams that turn weaknesses into opportunities for improvement.
- ◆ Training focuses on the internal and external customer requirements, expectations, perspectives and listening skills.
- ◆ Attendees learn to assess communication difficulties, handle customer needs, take preventive action and problem solve.



# Communication Skills

- ◆ Training designed to identify different methods of communication and apply them in the multi-cultural workforce.
- ◆ Participants learn to assess and remove communication barriers.
- ◆ Emphasis placed on delivering clear and effective messages in verbal and written formats.



# Supply Chain Management

- ◆ Participants learn the elements of the supply chain and their internal dynamics within an organization.
- ◆ Principles of cost analysis, inventory control, purchasing, and MRP are taught.
- ◆ Classes use APICS guidelines, materials, and instructors.



# Global Logistics

- ◆ Logistics documentation, terminology, terms of sale and standard practices.
- ◆ Import / export process flow.
- ◆ Principles of global management and logistical marketing considerations.
- ◆ Time management



# Construction Skills

- ◆ Participants learn the elements of estimating.
- ◆ Principles of surveying and land analysis taught.
- ◆ Entitlement documentation
- ◆ Blueprint Reading





# Additional Training Offered

- ◆ Advanced Management Practices
- ◆ Materials Resource Planning
- ◆ Advanced Supply Chain Management Principles
- ◆ Statistical Process Control
- ◆ Production Skills, CNC
- ◆ Six Sigma
- ◆ Blueprint Reading
- ◆ Continuous Process Improvement
- ◆ Problem Identification and Resolution
- ◆ Business Ethics
- ◆ International Marketing and Sales
- ◆ Accent Reduction
- ◆ Business Essentials
- ◆ Effective Listening / Communication
- ◆ Team Training
- ◆ Process Mapping, Process Analysis
- ◆ Negotiation, Sales Skills
- ◆ Phone Skills
- ◆ Team Facilitation
- ◆ Conflict Management
- ◆ Time Management
- ◆ Cultural Diversity

Other customized training programs for specific industries



# Satisfied Customers include:

- ◆ Raytheon
  - ◆ Sara Lee
  - ◆ Danone Water
  - ◆ Sherwin-Williams
  - ◆ Ricoh
  - ◆ Newport Adhesives
  - ◆ Fleetwood
  - ◆ Behr Products
  - ◆ Harvey's
  - ◆ Gentex
  - ◆ Honeywell
  - ◆ Smith Aerospace
  - ◆ Anaheim Marriott
  - ◆ San Diego Paper Box
  - ◆ Mattel
  - ◆ Identification Technology
  - ◆ Thor Industries
  - ◆ Toyota
  - ◆ The Hon Company
  - ◆ RSI
  - ◆ Industrial Tectonic Bearings
  - ◆ Distinctive Industries
  - ◆ Daimler Chrysler
  - ◆ American Eagle
  - ◆ Alaco Ladder
  - ◆ TRW
  - ◆ Newport Corporation
  - ◆ ABE
  - ◆ Structural Composites
  - ◆ Edwards Lifesciences
  - ◆ Cannon Equipment West
  - ◆ Jensen Industries
  - ◆ Cherokee
  - ◆ Burkert Fluid Control
  - ◆ Louis Vuitton
- And many others....*



# How do we qualify for this opportunity?

- ◆ The company must pay into the California Unemployment Insurance Fund, have a California Employee Account Number, and be a manufacturer.
- ◆ Trainees must be full-time (35 hrs. / week) and on the job 90 days. They must earn the ETP minimum wage of \$13.51 / hour, inclusive of benefits.
- ◆ They must attend the training and retain on the job for 90 days after course completion.



# Samples of Previously Attained Results

- ◆ A garment processing company enhanced labor cost / revenue productivity by *14%* after a Supervision class. *Profitability increased by 400%* compared to the previous year.
- ◆ After a Lean Mfg. class a composites firm reduced leadtime from 45 days to 32 days, decrease set-up time by 29%, and lowered rework *from 80% to 5%*.
- ◆ As a result of Lean implementation a bathroom cabinet manufacturer saved 5 manhours / day and experienced a *35%* increase in productivity.



# Samples of Previously Attained Results

- ◆ A wire producer used 50,000 lbs. of wire / month in their production process. A Lean Mfg. class enabled them to reduce the amount used by 40%, *saving 240,000 lbs. / year.*
- ◆ A Supervision class at an identification technology firm resulted in a *50% reduction in HR complaints and issues.*
- ◆ A precision metals company reported a *decline in scrap / rework* and an *increase in quality, output, and production* thanks to a class in Continuous Process Improvement.



# Achievable Benefits

- ◆ Supplier Cycle Time Reduction (**15%-45%**)
- ◆ Supplier Cost Reduction (**10% - 35%**)
- ◆ Quality Improvement (**20% - 60%**)
- ◆ Schedule Reliability (**96% -100%**)
- ◆ Reduced Lead Time (**20% - 50%**)
- ◆ New Product Development (**30% - 70% faster**)





# Contact Us

**For additional information, please contact us at  
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